

# Administration

The County Administrator's office provides executive management and oversight to all operations of Eau Claire County government. The County Administrator is the county's chief administrative officer, develops and executes the annual budget and ensures that policies and procedures adopted by the county board are carried out. With oversight of all county operations, the County Administrator emphasizes fiscal and program accountability of services offered to Eau Claire County taxpayers.

## 2023 Accomplishments

### Risk Management

- Held MSHA 8-hour refresher training for the Highway Department in March 2023. New Highway employees attended a 24-hour New Miner class to receive their MSHA training as per the requirements.
- Highway safety day training sessions were held in April and October 2023 for all highway operations employees and management.
- Beginner and Intermediate level chain saw training was provided for 45 employees (Highway, Airport, and Parks and Forest).
- Worker's Comp cases were managed to minimize costs and lost workdays while ensuring proper treatment of injuries for employees.
- Worked with County Administrator, Strategic Planning Team, and the County Board to implement our Strategic Plan.
- Working with community-wide teams on used needle issues which is a safety and health risk.
- Helped in HR on FMLA case management.
- Worked with Administration, HR and Finance on Compensation Matrix rollout, performance appraisals, and benefits programs for 2024.
- Provided many ergonomic assessments for employees throughout the county to address questions about workstation set up before they became injuries/issues.
- Participated in the Well Being Fair HR held in November.

### Finance & Budget Administration

- Worked closely with Finance Director, the Committee on Finance & Budget, County Board and staff on the 2024 county budget. Conducted evaluation of budget process and recommended changes for improvement.
- Continued to work on developing long term strategies addressing decrease in state revenues/tax levy controls/labor negotiations/infrastructure vs. operational needs.
- Continued work with the Capital Improvement Plan to correlate long-term borrowing and financing into the model. Developing investment plans in key areas of capital spending – Highway, Information Systems, Fleet, Infrastructure, and Communications.
- Focus on developing tools that move from strategy to budget planning – to work plans and implementation.

### Human Resources

- Provided back-up resources to Human Resources team during transition for recruitment, workers compensation and FMLA during the start of 2023. Recruitment was a priority activity for organization functioning.

- Worked with Human Resources team on planning for compensation adjustments, wage matrix, compensation strategy and philosophy. This includes changes in forms and process to recruitments, job descriptions, performance appraisals, and basic management tools and is a multi-year project. 2023 planning allowed for the implementation of the phased compensation structure as part of the 2024 budget; with an updated wage matrix and level-setting to market and providing internal equity.
- Review of total rewards strategy. Linked survey data on employee value perception of benefit package to changes with the package to line up with changes in health care provider.

### **Additional Projects/Activities**

- Enhanced Communication(s)
  - Newsletter
  - 1:1 meetings with Department Heads
  - Monthly meetings with Department Heads
  - Website enhancements (content – work with individual departments)
  - Social media management
- Continued involvement in new employee orientation program, and onboarding.
- Continued support and involvement with the Criminal Justice Coordinating Council and its efforts to implement CJCC Strategic Plan elements and facilitate management of CJCC Director.
- Produced educational video on ethics, harassment and appropriate workplace conduct.
- Onboarding – Preparing orientation and ongoing materials for board development.
- Areas of shared focus pre-planning stage: Human Resources – model for overall compensation and total rewards system plan; Finance – updated controls across all department areas.
- ARPA fund coordination and project management with the Finance Department.
- Continued support for virtual meetings for Committees and the County Board
- Participated in Chippewa Valley Rally, WCA Legislative Exchange, WCA Annual Convention, ICMA Annual Conference to gain knowledge in field.
- Assisted County Board Chair with Annual “State of the County” address for Chamber of Commerce.
- Provided interviews for media on county-related issues / updates.
- Worked to increase overall communications platforms to board, citizens, and employees.
- Continued reorganization of the administrative function with a focus on strengthening communications.
- Applied for inclusion of the region in the Rural Partners Network; and serve as lead county for projects.
- Committees supported:
  - Chippewa-St. Croix Passenger Rail Commission
  - Broadband committee
  - Opioid Settlement Taskforce
  - Regional Partners Network
  - EMS Study Committee
  - Conduct Inquiry Board
  - Committee on Administration
  - Committee on Human Resources

## Alignment with Strategic Plan

<b>A Healthy, Safe Community</b>	<b>Quality and Meaningful Relationships</b>	<b>Robust Infrastructure</b>	<b>Vibrant Communities</b>
Explore and commit to community collaboration for proactive housing solutions	Increase detail what taxes are spent on with measurable outcomes	Develop internal capacity and secure resources of subject matter experts as needed	Identify opportunities to analyze the environment and promote to strengthen the local economy
	Reduce debt based on plan by Finance Committee	Improve data-driven processes that are measurable, and processes are accessible by the public	Continue collaboration with community partners to reduce waste, increase recycling
	Evaluate how ARPA can be used for capital	Board education/access of county informational resources	Work with community partners to develop 10x10x10 – the thousand things to do that create a place where people choose to live
	Develop communication networks for partnerships with community non-profit organizations with a common mission	Board education on background of economic development history, current practices, and opportunities on the horizon	Increase education to underserved communities on what the County Government and the County Board does
	Develop a community collaboration council to strengthen internal and external partnerships and to leverage and extend county goals	Investigate using a regional approach for projects with a high capital startup	Talk to Lake Association, Town Boards, etc.
	Board members become ambassadors of county government	Fund and identify renewable energy sources for County facilities	Use technology to provide flexible hours and services outside of normal venue's offices
	Perform wage classification and matrix review	Support broadband committee with an emphasis on rural population	Dedicate more resources towards communication and marketing plan

			Identify innovative services/amenities that appeal to a wide consumer base
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**2024 Future Opportunities**

Eau Claire County and all local governments will continue to be faced with annual budget challenges as the State and Federal governments try to manage long term structural deficits; and mitigate borrowing as a funding source for roads and technology infrastructure. Pressure in the form of increased mental health and wellbeing pressures county systems in multiple areas.

Another challenge is the enhancement of critical tools necessary to assist the county in managing the changing fiscal and political environment, including performance management, shared service initiatives and citizen engagement. We will continue to look at structure in order to develop a flexible and adaptive organization. Disruptive technologies will influence the way in which we operate and the transformation to a workforce of knowledge workers and automated workflows will continue.

- ▶ Building a sense of community within all departments
- ▶ Educate the County Board and provide tools
- ▶ Online Reports
- ▶ Ongoing Educational Forums
- ▶ Succession Planning
- ▶ Organization effectiveness
- ▶ Compensation/Competition for talent
- ▶ Facilities master plan & capital planning
- ▶ Building Safety
- ▶ Work with teams to development "change management" strategies
- ▶ County-wide Initiative for shared data & workflows
- ▶ Financial Sustainability
- ▶ Compensation/Competition for talent
- ▶ Targeted meaningful citizen engagement

<b>OUTPUTS</b>	<b><u>2019</u></b>	<b><u>2020</u></b>	<b><u>2021</u></b>	<b><u>2022</u></b>	<b><u>2023</u></b>
Number of Community Events Attended	42	18	18	28	21
Number of Meetings Attended	665	931	948	788	842
Number of Board, Commission, Vacancies Recruited	21	34	32	33	31
# of Committee/Board/Council/Taskforce Agendas Prepared	40	77	45	66	56
# of County Board Agendas /Addendums prepared	21	24	23	23	24
# of Resolutions/Ordinances	121	137	110	110	96
# of employees trained by Risk Manager on safety and compliance topics	398	250	312	250	300
# of vehicle accidents, property and liability claims processed	30	5	6	12	7
# of Worker’s Compensation Claims	88	46	53	59	38

<b>OUTCOMES</b>	<b><u>Benchmark</u></b>	<b><u>2020</u></b>	<b><u>2021</u></b>	<b><u>2022</u></b>	<b><u>2023</u></b>
Cost per resident for Medical Examiner services	<u>N/A</u>	<b>New in 2019</b>	<b>\$3.24</b>	<b>\$3.11</b>	<b>\$3.69</b>
Employees surveyed will indicate basic understanding of code of conduct.	<u>1:1</u>	<b>New in 2019</b>	<b>N/A</b>	<b>(1)</b>	<u>1:1</u>
Strategic plan identifies focused goals and meaningful process as identified by survey of participants.	<u>1:1</u>	<b>New in 2019</b>	<b>N/A</b>	<b>(1)</b>	<u>1:1</u>
Contracts for shared services updated.	<u>100%</u>	<b>New in 2019</b>	<b>N/A</b>	<b>100%</b>	<b>100%</b>
Mod rate for Worker’s Comp—maintain a mod rate of less than 1.00	<u>≤1.00</u>	<b>.88</b>	<b>.79</b>	<b>.75</b>	<b>.75</b>
Provide adequate funding of self-insurance of workers comp and liability programs. Measured at 80% to 85% reliability level as determined by actuary review	<u>80%</u>	<b>85%</b>	<b>85%</b>	<b>85%</b>	<b>85%</b>
In-depth safety / risk system review of 4 programs per year.	<u>4</u>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>

(1) These surveys were not conducted in 2020 due to the need to reallocate resources to COVID-19 response.